



Target Market Determination

Aon Vertex – Inpatient Medical Insurance Policy

What is this Target Market Determination about?

This document is called a Target Market Determination (TMD). It specifies who the insurer intends to sell this policy to. It is intended to help people and small business buying 'retail' insurance policies consider if the product is suitable. It is not a Product Disclosure Statement, and not the Policy Wording. You should read those in full to understand all of the policy. It is not financial advice. If you want more information, ask your insurance broker.

Issue and review of this TMD

This TMD is issued by Berkshire Hathaway Specialty Insurance Company (Inc. in Nebraska, USA. Liability is Limited) ABN 84 600 643 034 AFSL 466 713 (BHSI). BHSI is the insurer offering the policy named here. This TMD is valid from 5 October 2021. It will be reviewed at least every 3 years. It will be reviewed earlier if:

- the policy is changed to offer materially different kinds of coverage
- our information indicates the policy is frequently being purchased by people outside of the Target Market
- regulatory change affects the policy coverage or manner in which it is or can be distributed.

Who is the Target Market for this policy?

The policy is offered to employers and other groups, for their non-Australian nominated employees and their spouse or partner, and dependent children, temporarily residing in Australia for employment purposes. It covers medical expenses incurred in Australia to treat injury or illness, which sometimes includes dental, optical and other ancillary expenses. The policy also provides medical and emergency evacuation back to their normal country of residence. The policy may exclude cover for some pre-existing conditions and illnesses, unless otherwise agreed by BHSI. It does not cover cosmetic and other treatments not medically required. It is a type of sickness & accident insurance policy.

How is the policy distributed?

BHSI sells the policy only through Aon Risk Services Limited, an independent insurance broker acting on your behalf.

Appropriateness of TMD

To assess whether this TMD continues to be appropriate, BHSI will consider:

- all complaints it has received about the insurance policy
- volumes of clients exercising any cooling off period (if relevant)
- abnormal and excessively high rates of non-renewal across the portfolio
- unexpected claims patterns
- significant dealings with the policy contrary to this TMD.

BHSI requires that insurance agents distributing this policy report all policy complaints at least every 14 months.